



Report of Project Activities

Department of Labor and Workforce Development
Division of Business Partnerships



DENALI TRAINING FUND

PROGRESS REPORT

NAME OF ORGANIZATION: University of Alaska
NAME OF PROJECT: Allied Health Training Phase III
REPORT PERIOD: January 1, 2007 – March 31, 2007

PROJECT ACTIVITIES AND ACCOMPLISHMENTS

Community Health Aide/Practitioner (CHAP) Program:

CHAP and Distance Delivery: The Community Health Aide Program Education Resource Center (CERC) was established in October 2006. In January, a strategic planning process was done to define the goals and set objectives, which include:

1) Support of the current and first ever Distance Delivered Session I (CHP 131) taught by Dorothy Hight, ANTHC Training Center faculty with Eastern Aleutian Tribes staff. The CHAP Instructional Designer assisted with the filming of clinical skill segments to be included as part of this course. Session I started Feb. 28th with eight students from four health corporations. 100% attendance and outstanding interaction with tasks, instructor and fellow classmates. [Example: 1600 hits for a recent course week topic.]

2) Explore ways to link and utilize the EAT Distance Learning Network statewide to assist health corporations with providing continuing medical education (CME).

3) Provide technical assistance, packaging and distribution of CHAP materials.

Distance Education Related Item: ANTHC/ATAC/UAA \$30,000 Grant –Mia Oxley, HDEP Director and Linda Curda met with the Training Center Coordinators at their February Academic Review Committee meeting. After this second discussion we are planning a CHAP Distance Education workshop April 26th for the faculty of the four Training Centers.

Academic Liaison Link between UAF and CHAP:

1. Worked with the College of Rural and Community Development (CRCDD) Registrar to create a new Course Registration form and course transmittal form to be used for processing the CHA Basic Training course series: CHP 131 Session I (8 credits), CHP 132 Session II (8 credits), CHP 133 Session III (8 credits) and CHP 134 Session IV (8 credits) when the forms come from the 4 statewide CHAP Training Centers.

From January 1 – March 31st, 2007 the following numbers of students completed each session and received a salary increase from their regional health corporation.

Session I (CHP 131) = 24 students

Session II (CHP 132) = 12 students

Session III (CHP 133) = 0 students

Session IV (CHP 134) = 24 students

Plus two 1 week CME's

2. Created a new 200 level permanent CHAP course working with Dan Thomas, CHAP Training Center, Norton Sound Health Corporation. The course is: CHP 210 Community Health Aide/Practitioner Manual (CHAM) Use and Documentation, 1 credit, which was processed and approved through UAF Faculty Council. This course will be taught as CME at Training Centers and at health corporation CHAP programs.

3. Attended the CHAP Academic Review Committee (ARC) February meeting: assisted with curriculum and training materials for both the Training Centers and regional health corporation field evaluations of clinical competency. Attended the Alaska Association of CHAP Directors' February meeting; as Vice Chair of ARC presented the ARC report (Chair had to return to Kodiak). Met with Torie Heart post meetings to finalize approved documents to up-date the akchap.org website CHAP files.

UAF Community Health Program Review:

Participated in the UAF Community Health Program review committee and process; 5 members included two UAF faculty, Alaska State Dept. of Health and Human Services Liaison to CHAP Directors, Karen Perdue, UA Associate Vice President and the CHAP Academic Liaison. The committee reviewed the extensive report and conferred via audio-conference four times with a face-to-face meeting of half the committee. A final report was written in collaboration and approved by all the members. The conclusion and recommendations included the following statements:

"The CHAP program is a strong, well organized program that provides valuable training and certification to students interested in community health careers. The committee's recommendation is to continue the Community Health Certificate program and the Associate of Applied Science in Community Health program."

"The role of the CHAP program in the overall health care training role of the university should also be clearly identified. This should include advancement to other health care programs such as the Physicians Assistant program and other allied health or relevant health degrees. A broader perspective would assist in recruitment of students into these programs and benefit the state through increased delivery of health care at all levels."

Medical Office-Health Care Reimbursement (HCR):

As research for the Occupational Endorsement in Medical Records Technician was underway, industry leaders throughout Alaska were being asked about skill sets and course content for their employees. During those conversations it became clear that they would like to see courses that can better fit both outpatient and inpatient administrative duties of employees. Currently the courses focus more on outpatient. The rural sites need more information about inpatient management. The chart below shows courses taught by our distance HCR instructor, Shawn Russell, and the number of students who are being served.

Course # Students

HLTH 100	40 students
HLTH 234	15 students
HLTH 235	15 students
HLTH 208	12 students
Total:	82 students statewide between Jan and March 2007

Industry partnership in rural Alaska is strong. The following 22 industry partners have participated and have employed HCR students before they graduate:

- Aleutian Pribilof Islands Assoc.
- Council of Athabascan Tribal Gov
- Yukon Kuskokwim Health Corp
- Central Peninsula General Hospital
- US Air Force
- Alaska Timber Insurance Exchange
- Bristol Bay Area Health Corp
- Fairbanks Memorial Hospital
- Ketchikan General Hospital
- Norton Sound Health Corp
- Interior Alaska Orthopedic & Sports Medicine
- Ninilchik Traditional Council
- Tanana Chiefs Conference
- Eastern Aleutian Tribes
- Kenaitze Den'ina Clinic
- Central Peninsula General Hospital
- Frontier Community Svc
- SEARHC
- Kenaitze Den'ina Clinic
- Mt Sanford Tribal Consortium
- Cook Inlet Tribal Council
- Basset Army Hospital

About 80% of students receive support from their employers (in the form of tuition, books, workspace, computer use, time off, raise, or promotion). The distance-delivered HCR program broadcasts the program mission, goals, curriculum, syllabi, course descriptions, and information regarding careers in medical billing and coding via a website designed and maintained by the sole full-time program faculty member. This website is dedicated specifically to the Health Care Reimbursement program. This website provides information regarding distance-delivered and campus-based Health Care Reimbursement Program options. This website is reviewed and revised twice annually. The distance-delivered program faculty member additionally contacts every health care facility (inpatient, outpatient, private, and public) listed in the Alaska Dept. of Health and Social Services Directory of Health Care Facilities, and contacts tribal governmental entities. Health care facilities and tribal governmental entities are contacted by this faculty member twice annually and are provided with flyers providing a program overview and descriptions of courses offered each semester.

The distance-delivered HCR program has been delivered to more than fifty communities across the State of Alaska. Courses are delivered using a combination of Blackboard and Elluminate live platforms. Course documents, textbook information, assignments, syllabi, health careers information, and all other course information are stored in Blackboard and are accessible by students twenty-four hours per day, seven days per week. Students can also participate in discussion groups with one another in their Blackboard Course Site. Elluminate Live allows students a forum to participate in a live, interactive, real-time, online classroom with their instructor and all other students in the class. Through Elluminate Live technology, students can share information on-screen and can participate in lectures and in live group activities with their classmates. Because student feedback regarding the value of these programs has been extremely positive, it is not recommended that any changes be made. See student feedback below:

“The class sessions were helpful because I am a more visual and hands-on learner. That gave me an understanding of medical words and was very helpful in my employment knowing what words meant and what part of the body they come from. “

“I would not be able to take most of the required classes if it wasn’t offered via Blackboard and ELive. It was easy to figure out. It was fun. I like being able to write a question in ELive and get a verbal response. It allows some human contact. This technology gives opportunity to Alaskans to become more educated and keep their skills in State.”

“The Discussion Board allowed me to practice using the medical terminology to help me retain all the information that I was trying to learn. The in-class activities helped and it felt like I was participating which I enjoy.”

Dental Assisting:

This quarter, DA131 Essentials of Dentistry is being piloted. We continue discussions with the dental clinic manager about how to create success in the future.

The .5 faculty position began teaching two on-campus courses spring semester that were formerly taught by one of the full time faculty who was then released to teach 2 distance classes, including the pilot of the Essentials course listed above. She is also teaching Biomedical and Dental Sciences to on-campus students in order to continue improving the quality of the course.

After further interaction with Tribal dental programs, it appears that full semester courses may not be viable at this point but possibly Continuing Education classes with similar content that has already been developed would meet needs for the Dental Health Aide program’s, assisting and hygiene recertification needs. This dialogue is occurring with 5 tribal dental clinic managers or trainers and will guide the next quarter’s work.

Community Wellness Advocate Program:

Two new tracks of study are being developed to expand course offerings: CWA is looking at integrating as an Occupational Endorsement, and articulate with the current with the UAS Health Sciences AAS Degree. A Health Workforce Project Assistant has been hired to support this program.

The Spring semester 2007 has an enrollment of 9 students. The spring residency is taking place May 7th-11th, 2007 on the UAS-Sitka Campus. Recruitment is taking place for the Fall 2007. At this time, we have 3 students that have indicated they are registering for the Fall 2007. Two hundred (200) companies/facilities were contacted and provided information on the Community Wellness Program. Follow-up with those companies after the initial phone call and mailing is now in progress.

We are continuing to work on a curriculum revision with UAS to integrated UAS AAS Health Sciences to facilitate transfer into higher level degree programs. Ongoing discussions are taking place to discuss preparing proposals for new Occupational

Endorsements for CWA-Injury Prevention tracks. The master 6 year calendar for the CWA program is on track with the exception of the Health Promotion for Elders course which we are continuing to obtain funding sources.

The Community Wellness Advocate Program received the Barbara Berger Award as an outstanding Health Education distance delivered program.

Trainee Success - UAA:

The Coordinator completed her 2nd quarter working with our distance students. She has created an online orientation “community” for over 120 students. This Blackboard online site gives them basic information on the University system, helps them with important dates and contacts, introduces faculty to them, explains simply how to navigate in Blackboard and helps them connect directly to her if they have questions. She also created an eNewsletter which they receive at the UAA email each month. She has assisted several students in registering online, usually by telephone while she and the student are online. She has attended job fairs and met with students in Kotzebue and Sitka. Faculty have commented about how helpful her direct support to students has been.

Trainee Success – UAF:

The focus of the Training Success Coordinator continues to be recruiting new students and marketing the program in rural areas. Two days in Nome discussing what their allied health needs were. One day spent at a training conference in Anchorage. Coordination of outreach efforts and procedures statewide with the other training success coordinators is a continuing process.

The coordinators continued the development of the Black Board site. This is a difficult task due to the difference between MAUs web sites. Work continues with the support of our IT manager.

An introduction to BlackBoard and Elive CD was produced and will be sent to all new students starting in January 2007. The UAF CRCDC Health toll free number is included with the CD and all students are being asked to call in and speak to the training success coordinator for introductory information and support.

Trainee Success – UAS:

A fourth meeting of the statewide Student Success Coordinators took place January 4th 2007 via audio conference. In attendance were Bob Love, Sarah Harvey, Lilly Sommer and Lynda Hernandez. The continued goal was the design of a Blackboard orientation site that will serve our distance students statewide. The shell of the program is now online. We will be piloting our site this spring semester with different Allied Health student groups.

Monday February 26th 2007 Mr. Love presented a Allied Health workshop to the Mt. Edgecumbe Health Occupations class of 16 students.

Attended the World of Work Fair February 27 & 28th 2007 in Sitka. Displayed all the Allied Health Programs from University of Alaska Southeast Campus. 800 high school students attended the two day event.

PLANNED ACTIVITIES FOR NEXT REPORTING PERIOD:

Community Health Aide/Practitioner (CHAP) Program:

1. Key activity for 2007 - Curriculum Revision: Data collection and analysis of current clinical caseload '06 review (patient encounters) statewide to guide the updating/revision process of the CHA Basic training (UAF CHP 131-134 courses) curriculum. Progress to date: ANTHC Epidemiology Center is developing a database with the ANTHC CHAP Training Center and State of Alaska facilitating data collection from tribal health organizations who have not submitted data per project proposal.

ANTHC Division of Planning, Evaluation, and Health Statistics looking at RPMS (Resource Patient Management System) data from IHS. ANTHC, University of Alaska Fairbanks, and State of Alaska team met to discuss status of project to date, timeline, and identify funding to support data management and entry, and move this important project forward. Members present:

Torie Heart, Director CHAP/Rural Health, ANTHC

Dr. Christine Golnick, Medical Director, CHAP Training Center, ANTHC, principal investigator
Linda Curda, CHAP Academic Liaison, UAF-CRCD

Joyce Hughes, CHATS Grants Manager, CHAP Liaison, State of Alaska

2. Continue to work with the Instructional Designer to create a CD for studying anatomy and function for CHAs/CHPs. Use the 2006 CHAM anatomy content, supplemented with information from my text "Anatomy, Function and Medical Language", to design a learning and study "games" CD (incorporate Study Mate software) which will have CME credit. Plan to distribute to all 180 village clinics and training centers.

3. Assist with planning of the CHAP Forum for Community Health Aides and Community Health Practitioners spring '07 including the CHP 250, 1 credit UAF credit and CME components. Forum dates April 23-27th. Plan to provide individual student transcript review and advising toward their Associate of Applied Science degree. Will also provide an academic team competition event on Friday of Forum week, using some of the materials being developed for the Anatomy Study CD (item 2 above).

4. Visit the Bristol Bay Area Health Corporation CHAP program to assist them with updating their student records regarding the CHP's coursework toward their Associate of Applied Science degrees. Meet with the UAF Bristol Bay Campus and CHAP personnel to re-establish a local working team for student advising and assisting with degree completion. There has been significant turnover of staff at both the CHAP program and campus.

Medical Office-Health Care Reimbursement (HCR):

a) Retention Rate

Because the certificate program is described by industry and students as being "too long", many students selectively enroll in courses of interest to them with no intention of becoming degree-seeking students. For this reason, the retention rate is low. During the past two semesters, the program has begun to see students returning to the program. As of the start of the Spring 2007 semester, the distance-delivered HCR program shows an 18% retention rate. Previous semesters' retention rates were much lower. In an effort to improve graduation and retention rates, the distance-delivered HCR program has proposed two Occupational Endorsement programs. If implemented, these programs will allow students to earn credentials more quickly, increasing the

likelihood that students will return after one semester and will attend consistently from semester to semester (rather than sporadically over a period of years).

b) Trend in Number of Graduates

Six students have graduated from the distance-delivered HCR program during the past 2 years. It is anticipated that this number will rise slowly. Because the distance-delivered program is relatively new, students in the program are new. Students typically work full-time and are not typically able to take more than 2 classes at a time. For this reason, it is anticipated that the number of program graduates will not begin to rise for several semesters, when new students have had an opportunity to complete their course of study. One student will graduate in May 2007. Implementation of the proposed Occupational Endorsement Programs would result in a more sudden and drastic rise in program graduates.

c) Program Specialization

Twelve rural industry partners were surveyed regarding their perception of administrative health care training needs. Respondents reported general satisfaction with the HCR program, but indicated areas for improvement. Respondents unanimously agreed that a program that included endorsement, certificate, and associate degree options and provided broad administrative health care training and education would be more widely useful. Respondents indicated the need for improved training in interpersonal communication skills, written communication skills, legal and ethical issues. Respondents indicated that these courses should relate specifically to the health care environment, and that the ideal curriculum would include inpatient and outpatient administrative training (including health care billing and coding and preparation for the national certification exam).

Goals:

Short Term Goal #1: Increase student credit hour in HCR courses production by 5% annually.

Strategy: Continue current recruitment and advertising efforts.

Evaluation: There is a 5% increase in numbers of students enrolling in HCR courses.

Short Term Goal #2: Increase HCR program admissions applications by 3% annually.

Strategy: Implement Occupational Endorsement Programs so that students apply as degree-seeking students rather than selectively taking courses because the certificate program is too long.

Evaluation: Although the OE effort has not been able to be completed, there is an increase in students declaring HCR as their major.

Short Term Goal #3: Increase number of student graduates by 5% annually.

Strategy: Maintain partnerships with local, regional Alaska and Native-based agencies.

Evaluation: There is an increase in number of program graduates-6 expected this Spring.

Long Term Goal #1: Increase student persistence by 6% over 3 year period

Strategy: 100% students contacted for advising.

Evaluation: Students returning to program each semester will rise over 3 year period

Long Term Goal #2: Increase student program completion by 6% over 3 year period

Strategy: Implement Occupational Endorsement Programs (in Medical Billing and Coding and in Medical Records).

Evaluation: Students completing a credential (endorsement or certificate) will rise over a 3 year period.

Long Term Goal #3: Increase students passing national certification exam by 6% over a 3 year period

Strategy: Advise students regarding courses to take and other preparation necessary for exam

Evaluation: Tracking of students reveals an increase in national certification

Long Term Goal #4: Develop Health Care Administration Certificate program that better meets rural industry-identified needs

Strategy: Propose and develop curriculum

Long Term Goal #5: Continue to develop strong industry partnerships

Strategy: Form strong Allied Health Advisory Council with statewide representation, currently the advisory group is made up from Fairbanks Industry members

Community Wellness Advocate Program:

An integration proposal to include the CWA has an Occupational Endorsement and an UAS AAS Health Sciences transfer to a higher degree will be worked on. We are recruiting for the Fall 2007 semester. Follow-up on the recruitment to company/facility contact will take place over the next month. We will be participating in the Village Health Occupation Program in which we will introduce the CWA program to all students in attendance.

Dental Assisting:

SEARHC dental programs have been responsive to our request for externship sites for dental assisting students. This contact between the UAA program and SEARHC may build connection for Continuing Education offerings. Discussions with the ANTHC Dental Health Aide Program have begun re: the recertification requirements. The fall semester course offering will be in Dental radiography, a content area most often expressed as a need by tribal programs.

Trainee Success at UAA:

Student recruitment, support with enrollment and ongoing retention efforts will keep the Coordinator busy next quarter in preparation for fall semester.

Trainee Success at UAF:

Rural visits will continue for recruitment of new students as well as to meet face to face with students in the program. More outreach and coordination with Native Corporations and Health groups is planned. The new instructional CD for Blackboard and ELive will be reviewed and updated as needed. Other instructional CD possibilities will be explored.

Trainee Success at UAS:

Student Success plan is the continued work on the Blackboard site orientation for the 2007 year. Research and development will be a major focus for the upcoming months.

Students from all over Southeast Alaska will attend the Village Health Occupations Program in Sitka. A workshop about the Allied Health programs will be presented during an evening session.

PROBLEMS, DELAYS OR CONCERNS EXPERIENCED:**Medical Office-Health Care Reimbursement (HCR):**

There remains issues in getting the Occupational Endorsements for Coding and Billing as identified above. This split has essentially stalled efforts to gain these endorsements until a future time and it highlights a typical urban/rural issue.

Dental Assisting:

Engaging the tribal dental program's dental assisting employees to become students and complete these courses successfully may be more difficult than originally predicted. This quarter it has become clearer that the semester model may be appropriate in future years, but first the system needs simpler, more direct training to meet short term needs in order to make the connection between the two systems.

Community Wellness Advocate Program:

The implementation of the Health Promotion with Elders course has been delayed due to funding issues.

POSSIBLE PROBLEM RESOLUTIONS AND TIMEFRAMES:**Medical Office-Health Care Reimbursement (HCR):**

We have discussed having a more equal number of rural and urban industry representatives joining the TVC Advisory Board so that their voice can be included. This will then serve for all of Allied Health and not just at the Tanana Valley Clinic.

Work will begin this summer on the certificate and Associates as described above. Efforts will also continue to get the OE through the system.

Dental Assisting: Use some content from existing distance curriculum in semester courses to produce shorter distance Continuing Education offerings.


Community Wellness Advocate Program:

Continued funding for the CWA Program, to include the addition of the Health Promotion for Elders course.

Certification: I certify that the above information is true and correct and in accordance with the terms and conditions of the agreement.



Karen Perdue, AVP - Health



Date